

Implementation of RASS Follow-up Plan

HASB RASS Follow-Up Plan FY-2006

The Housing Authority of the City South Bend (HASB) takes very seriously the results of the Customer Satisfaction Survey. While additional information regarding question specific responses by question and development would make the development of a follow-up easier and more importantly more responsive to actual results, we have benefited from the process of formulating this plan. The plan will address the areas of Communication and Neighborhood Appearance.

Communication:

In meetings with the Resident Council, the issue of returning to having representatives from every development on the Council was voiced several times. This is one of the changes that will likely see implementation during this coming FY-2006. The HASB feels this is a fine suggestion.

An additional concern that residents are not being notified enough ahead of time regarding appointments for recertification or other events was investigated. This problem, while perhaps a perception is not the case. The HASB does recertifications with 90-120 days notification. Having just stood a Comprehensive Review by our Field Office and having received very favorable review of the documentation regarding recertifications, we feel that there is nothing that needs to be adjusted regarding these appointments.

Finally, the *Newsletter* of the HASB is being transitioned to the Resident Council and Resident Initiative Department. The HASB is providing a good deal of support and training to the Resident Council in order to facilitate and make this a successful transition. It is thought that having the Newsletter edited by the residents will facilitate resident's communication via this vehicle.

Appearance:

It is difficult to see where this low score originates. HASB has never received a less than 80% score on any of its three REAC inspections. Additionally, HASB has been very responsive and proactive in the use of its Capital Funds for improvement of living environments and community spaces for residents. HASB has completed a \$2.7 Million Revitalization Project of the LaSalle Landing Development (formerly Northwest Apartments: IN36PO15003) for which we won a NAHRO Award of Merit.

However, HASB also realizes that at times litter and trash accumulations are more evident than may be desired. Accordingly, HASB has instituted increased enforcement of lease provisions mandating that residents maintain their property in a manner in keeping with city code and standard acceptable appearance practices. The issue of HASB enforcing the appearance aspect of the Lease was raised in meetings with the Resident Council. Language has been inserted into the ACOP and Lease to reflect these concerns.